

OUR VISION

- Continue to grow in the next 5 years and beyond;
- Look ahead, understand the trends and forces that will shape our business in the future;
- Move quickly to prepare for what is to come, considering that today is when we must be ready for tomorrow;
- Become a company considered a significant component of the economic and social context in the **"Manufacturing of wire and strip elastic components according to customer specifications"** sector.

This is the direction shared by all the people who work at Mollificio Apuano and who, every day, work responsibly to help build our vision of the future, increasingly innovative, high-performing, and sustainable.

OUR MISSION

WHO WE ARE AND WHO WE SERVE

Mollificio Apuano is a company specialized in the production of springs and various metal fittings, in any shape and size, using wire and strip in any type of material.

The company is based in Massa Carrara on a 4,000 m² area, of which 1,500 m² are covered, and it exclusively manufactures custom-designed parts, using new generation machinery and electronic equipment.

The flexibility and speed in responding to and solving the diverse problems of our clients are the characteristics that set us apart.

The application areas as we operate in are broad and varied.

Our clients, ranging from large multinational corporations to small craft businesses, operate in the industrial, naval, military, stone processing, and general mechanical sectors.

Moreover, the versatility and performance level of our production lines allow us to meet diverse needs; over the years, the company has continuously updated and regularly renewed its machinery, allowing us to supply both small and large batches.

Mollificio Apuano has:

- A warehouse of raw materials always available, enabling us to fulfill orders and urgent requests in a short time;
- A warehouse of finished products for the marble sector, which represents 50% of the company's turnover;
- A warehouse of finished products for regularly ordered items (available to clients who request it).

Mollificio Apuano is certified ISO 9001 by the certification body TÜV.

OUR OBJECTIVES AND VALUES WE BELIEVE IN

We aim to achieve our objectives through a process of technological growth and continuous improvement of our performance.

Our primary objectives are to be recognized by our customers and competitors as a company:

- Whose main goal is not just selling products, but also customer loyalty;
- Equipped with a solid technical-organizational system;
- Capable of interpreting the evolution of the external environment and striving to remain competitive in the market as long as possible;
- Able to maintain an image of an organization that is always available to meet the needs of customers and users and responsive to market demands.

The principles and guidelines that we follow at every level underlie all our actions, initiatives, and decisions:

Ethics

- *Commitment to improvement, transparency, sustainability, and personal development;*
- *Constant attention to our customers, employees, and collaborators;*
- *Strict compliance with the law;*
- *Protection of workers' rights;*
- *Safeguarding the interests of the ownership, employees, customers, commercial and financial partners, local communities, and creating value for all stakeholders.*

Pursuit of Excellence

- *Commitment to demonstrate to our clients that they can rely on a company:*
 - *Dynamic and competitive, competent in the field;*
 - *Equipped with a solid management/organizational system;*
 - *That understands their needs through direct communication with them;*
 - *That always strives to be at the forefront and capable of continuously providing products and services that meet their needs and expectations;*
 - *Able to assess and solve their technical issues and specific needs.*
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WE AIM TO ACHIEVE OUR OBJECTIVES THROUGH:

- *Constant care for the innovation of our operational processes;*
- *Sharing objectives with all relevant stakeholders;*
- *Internal dissemination of organizational knowledge;*
- *Employing competent and motivated technical personnel;*
- *Continuous training and updating of skills;*
- *Ongoing regulatory updates;*
- *Continuous measurement of the quality and reliability of our products;*
- *Regular contact with our clients and stakeholders to gather feedback for improving our performance and measuring customer satisfaction;*
- *Optimizing company costs to keep our prices competitive;*
- *Investing a percentage of company profits to improve and continuously adapt our performance and resources to current and future needs;*
- *Planning and controlling our operational activities to meet contractual requirements and delivery times.*

QUALITY POLICY

The Management considers the "Quality Policy" as a means not only to integrate the activities carried out within the company with the strategies to be adopted and the objectives to be achieved, but also to improve the perception that customers have of the organization.

It must therefore convince our clients that the company has correctly defined its objectives and has the real possibility to achieve them, and consequently, provide quality products and services.

In defining the Quality Policy, the Management took into account:

- *The situation of the reference market;*
- *The evolution of technologies in the industrial field;*
- *The company's current situation;*
- *The actions of competitors;*
- *The competence level of the staff.*

In relation to the above, through this document, Management commits to:

- *Meeting all applicable requirements (legal, customer, relevant stakeholder, regulatory);*
- *Improving the Quality System;*
- *Communicating the Quality Policy within the organization and to relevant stakeholders (customers, suppliers), ensuring it is understood and applied;*
- *Constantly reviewing it, adapting it to the context in which the organization operates;*
- *Keeping it aligned with company strategies and objectives.*

Therefore, the company declares:

- *The Quality Policy of Mollificio Apuano is aimed at satisfying the needs, expectations, and requirements of the stakeholders within its reference context, through the provision of products that meet the required specifications;*
- *Quality is pursued at every stage and moment of the business activity;*
- *Ensuring and guaranteeing the application of quality methods in all company processes involved in the production of company products;*
- *Seeking strategies for continuous improvement of business performance;*
- *Striving to fulfill the mission and vision statements of the company.*

To achieve the above, Management ensures that all necessary resources are made available to the entire organization, supporting and encouraging the Quality Management System in achieving the periodically defined quality objectives. Every person, structure, and business function must therefore feel responsible for the quality of their work and that of the company as a whole.

The internal communication of this document's contents is essential to spread the values of our organization, strengthen its identity, align individual and group objectives, and ensure that people identify with the community for which they work.

Gli Amministratori

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